

Directions: Please complete shaded areas below.

Department Name:	Employee Relations Department
Project Name:	Departmental Rollout of EDMS (New Scanning & Automated Forms)
Project Amount:	\$750,000
Contact Information:	Jay Flynn / Jose Nodarse
Completion Date:	Scattered completion deliverables depending on initiative (10/2007)

Section B (Complete Only If Asking for Revenue from GF Capital or IT Administrative Fee)

Improves Customer Service

Describe how the other customer departments will be better served by implementing this initiative.

The County's application of EDMS technology in ERD (Employee Records) established the corner stone for developing an electronic repository (library) of all Human Resources documents (i.e. personnel/employee based). This library is currently being used in other employee related projects such as processing of open enrollment forms and retaining departmental records. There are still many other personnel/employee related documents associated with multiple business processes other than employee records that have yet to be identified. There are records/files in areas such as Labor Management, Miami-Dade University, Personnel Services, and Administration that could benefit from the same success as the Electronic Personnel Records Project. This would provide faster access to this data and disaster recovery.

In addition, continued development and implementation of online forms (especially workflow enabled projects) would provide timely and effective processing of personnel transactions, which is critically important to the operational needs of all departments, management, and employees.

Impacts Citizens




Describe how this initiative will simplify or enhance doing business with the County. Also state how this will enhance public perception

As in any business, a focus on customer services must be developed, and technologies underline the enablement of these processes. Workflow-enabled forms or applications would provide better customer service as it allows ERD be more responsive and identify where in the process any item might be. Most important it provides consistency in the County's business process leading to greater predictability in performance measures and levels of response.

Improves Business Processes

State how this project will lower costs, speed up key business processes, and/or improve decision making ability. Also indicate if the initiative will improve employee morale, communication, and/or education.

This solution would save time and money and aid the Department's transition from a "Storer" of information to a "Provider/Facilitator" of information. It would eliminate duplication of resources along with an improved business process by:

-  Simultaneous and immediate access of documents at your desk, field, or home;
-  Efficiencies are introduced as a result of performing electronic searches that yield the exact desired document (from a 3 inch folder) at your desk, field, or home within seconds;
-  Protection of vital documents from vandalism, natural and man-made disasters;

- ✚ Information is readily available to decision-makers with the proper security;
- ✚ Reduction in storage and clerical costs.

Workflow enabled online forms provide a series of process improvements especially in the area of routing. Upon submittal of a form, workflow commences the automatic routing to the various workgroups based on predefined business process. The time to move the form from one step to the next takes seconds. Currently, forms have to be physically sorted and hand-delivered to the correct recipient. This process can take days. Automatic routing will eliminate errors in lost mail, delivering the form to the wrong person, etc. Given the distributed nature of our workforce and operating departments, this alone provides significant benefits. Additionally, improvements would include:

- ✚ Leverage the ability to quickly re-engineer business process;
- ✚ Improve efficiency and effectiveness through automation of business process;
- ✚ Lower training curve of staff by allowing them to focus on the task at hand, not process;
- ✚ Provide better process control and accurate performance measures;
- ✚ Provide better customer service (internal and external) by providing consistency in the business process leading to greater predictability in levels of response;
- ✚ Assist in identifying bottlenecks in process;
- ✚ Leverage the changing working environment empowered by tele-working and the need for remote sites to gain access to non-structured data;
- ✚ A core team focused on leveraging technologies to implement business process management solutions to achieve all of the above.

Strategic Alignment to the County's Goals

Describe how this IT Investment lines up with the realization of the County's goals and objectives.

This project directly relates to one of the County's organizational strategic themes, "To continuously improve the performance and capabilities of County operations by maximizing technology, fostering innovation, and increasing access to information regarding services".

Departmental Participation

State if this project crosses departmental boundaries. Indicate how many other departments will participate in the initiative. Please specify which departments and funding commitments if any.

This is an enterprise wide problem and solution as all departments use and depend on ERD to handle personnel related transactions. Additionally, ERD has pioneered the development of EDMS for county use (e.g. electronic file cabinet, workflow, on-line forms and COLD) and proving this technology is viable has allowed other departments to proceed with similar projects.

Risks

Indicate any risks involved to include procurement delays, personnel delays, and environmental delays to include change of technology, vendors, etc.

The risks are low with this initiative. Good project management skills are required to document the scope of the projects and manage their implementation. The biggest concern is ensuring that the proper level of resources are secured to adequately support the expanded efforts of the County and dedicated to the project.

Use of an Enterprise Infrastructure

Will this solution utilize an enterprise infrastructure already in place (yes or no)? Please explain.

Yes, it will leverage existing investments in the enterprise infrastructure.

Section C

Financial Information

ETSD Dependencies (See Budget Manual)	FY05-06	FY06-07
Infrastructure		
Application Programmer	150,000	
Database		
Telecommunication		
Radio		
DASD	50,000	50,000

Department Specific Costs	FY05-06	FY06-07
Personnel		
Hardware		
Software		
Maintenance Fees		
Consultant Fees	250,000	250,000
Etc.		